

Enterprise Incident Report August 2012

As of 9/4/2012

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Enterprise Security	Jed Johnson	0 0	4 0	0 0	4 0
		Sharon Smith	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	1 1	0 0	1 1
		James Stearns	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	3 3	0 0	3 3
		Vicky Marrelli	0 0	4 4	0 0	4 4

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Help Desk	Assigned to Individual Total	0	12	0	12
			0	12	0	12
	Metro B Desktop Support	Anthony Booyse	0	7	1	8
			0	0	0	0
		Austin Farey	0	6	0	6
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Mike Wilde	0	8	1	9
			0	0	0	0
		Peter Musser	0	6	0	6
			0	1	0	1
		Sean Chadbourne	0	15	1	16
			0	0	0	0
		Stephanie Young	0	3	1	4
			0	0	0	0
		Tyler Pearce	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	51	4	55
			0	2	0	2
	Metro B Help Desk	Gavin Barney	0	182	0	182
			0	180	0	180
		Torri Randa	1	234	0	235
			1	226	0	227
		Assigned to Individual Total	1	416	0	417
			1	406	0	407
	Metro B Hosting	Greg Taylor	0	1	0	1
			0	0	0	0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Hosting	Ken Bolkcom	0 0	1 0	0 0	1 0
		Paul Engbersen	0 0	1 0	0 0	1 0
		Paul Seager	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Cory Greenwell	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	3 1	0 0	3 1
		Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Rural North Desktop Support	Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Kelly Johnson	0 0	6 0	0 0	6 0
		Romanza Hamblin Sorensen	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	11 4	0 0	11 4
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mark Thomas	0 0	10 0	0 0	10 0

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Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	2 0	0 0	2 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 0	0 0	16 0
	Assigned Group Total		1 1	535 426	7 0	543 427
Customer Company Total			1 1	535 426	7 0	543 427

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As of 9/4/2012

Tax Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Bart Purser	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Enterprise Security	Jed Johnson	0 0	4 2	0 0	4 2
		Sharon Smith	0 0	7 1	0 0	7 1
		Assigned to Individual Total	0 0	11 3	0 0	11 3
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 0	0 0	4 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Help Desk	Assigned to Individual Total	0	12	0	12
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	7	1	8
			0	1	0	1
		Austin Farey	0	6	0	6
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Mike Wilde	0	8	1	9
			0	0	0	0
		Peter Musser	0	6	0	6
			0	0	0	0
		Sean Chadbourne	0	15	1	16
			0	0	0	0
		Stephanie Young	0	3	1	4
			0	0	0	0
		Tyler Pearce	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	51	4	55
			0	1	0	1
	Metro B Help Desk	Gavin Barney	0	182	0	182
			0	0	0	0
		Torri Randa	1	234	0	235
			0	0	0	0
		Assigned to Individual Total	1	416	0	417
			0	0	0	0
	Metro B Hosting	Greg Taylor	0	1	0	1
			0	1	0	1

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Hosting	Ken Bolkcom	0 0	1 0	0 0	1 0
		Paul Engberson	0 0	1 1	0 0	1 1
		Paul Seager	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 2	1 0	4 2
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Cory Greenwell	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 1	0 0	1 1
		Michael Ostrander	0 0	3 0	0 0	3 0
		Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Rural North Desktop Support	Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Kelly Johnson	0 0	6 0	0 0	6 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mark Thomas	0 0	10 0	0 0	10 0

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Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	2 0	0 0	2 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 0	0 0	16 0
	Assigned Group Total		1 0	535 8	7 0	543 8
Customer Company Total			1 0	535 8	7 0	543 8

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Tax Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Bart Purser	0 0.00	1 1.51	0 0.00	1 1.51
		Dustin Crump	0 0.00	0 0.00	1 0.05	1 0.05
		Assigned to Individual Total	0 0.00	1 1.51	1 0.05	2 0.78
	Enterprise Security	Jed Johnson	0 0.00	4 1.90	0 0.00	4 1.90
		Sharon Smith	0 0.00	7 0.75	0 0.00	7 0.75
		Assigned to Individual Total	0 0.00	11 1.17	0 0.00	11 1.17
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	1 0.71	0 0.00	1 0.71
		James Stearns	0 0.00	2 0.08	0 0.00	2 0.08
		Julie VanBeekum	0 0.00	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	0 0.00	4 0.06	0 0.00	4 0.06

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			High	Low	Medium	ATTIR Total
Tax Commission	Help Desk	Assigned to Individual Total	0 0.00	12 0.09	0 0.00	12 0.09
	Metro B Desktop Support	Anthony Booyse	0 0.00	7 0.38	1 0.05	8 0.34
		Austin Farey	0 0.00	6 0.14	0 0.00	6 0.14
		Jay Locker	0 0.00	4 0.24	0 0.00	4 0.24
		Mike Wilde	0 0.00	8 0.31	1 0.28	9 0.31
		Peter Musser	0 0.00	6 0.14	0 0.00	6 0.14
		Sean Chadbourne	0 0.00	15 0.14	1 0.00	16 0.13
		Stephanie Young	0 0.00	3 0.06	1 0.03	4 0.05
		Tyler Pearce	0 0.00	2 0.49	0 0.00	2 0.49
		Assigned to Individual Total	0 0.00	51 0.22	4 0.09	55 0.21
	Metro B Help Desk	Gavin Barney	0 0.00	182 0.00	0 0.00	182 0.00
		Torri Randa	1 0.00	234 0.00	0 0.00	235 0.00
		Assigned to Individual Total	1 0.00	416 0.00	0 0.00	417 0.00
	Metro B Hosting	Greg Taylor	0 0.00	1 1.02	0 0.00	1 1.02

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Hosting	Ken Bolkcom	0 0.00	1 0.09	0 0.00	1 0.09
		Paul Engberson	0 0.00	1 7.19	0 0.00	1 7.19
		Paul Seager	0 0.00	0 0.00	1 0.09	1 0.09
		Assigned to Individual Total	0 0.00	3 2.77	1 0.09	4 2.10
	Network Operations	Brian Chatwin	0 0.00	1 0.47	0 0.00	1 0.47
		Cory Greenwell	0 0.00	1 0.00	0 0.00	1 0.00
		Dave Bodily	0 0.00	1 0.00	0 0.00	1 0.00
		Jared Elzinga	0 0.00	1 0.66	0 0.00	1 0.66
		Kelli Okumura	0 0.00	1 1.49	0 0.00	1 1.49
		Michael Ostrander	0 0.00	3 0.07	0 0.00	3 0.07
		Robert Ryan	0 0.00	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	0 0.00	9 0.34	0 0.00	9 0.34
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Rural North Desktop Support	Ryan Casey	0 0.00	1 0.88	0 0.00	1 0.88
		Assigned to Individual Total	0 0.00	1 0.88	0 0.00	1 0.88
	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.39	0 0.00	1 0.39
		Ryan Bennett	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.39	1 0.00	2 0.19
	Strategic Communications	Dennis Rogers	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	0 0.00	1 0.28
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Kelly Johnson	0 0.00	6 0.21	0 0.00	6 0.21
		Romanza Hamblin Sorensen	0 0.00	5 0.19	0 0.00	5 0.19
		Assigned to Individual Total	0 0.00	11 0.20	0 0.00	11 0.20
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.34	0 0.00	2 0.34
		Mark Thomas	0 0.00	10 0.28	0 0.00	10 0.28

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Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.12	0 0.00	1 0.12
		Mitch Hood	0 0.00	2 0.13	0 0.00	2 0.13
		T Artis	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	16 0.26	0 0.00	16 0.26
	Assigned Group Total		1 0.00	535 0.09	7 0.07	543 0.09
Customer Company Total			1 0.00	535 0.09	7 0.07	543 0.09

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Tax Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Enterprise Security	Jed Johnson	0 0	4 1	0 0	4 1
		Sharon Smith	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	11 1	0 0	11 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 0	0 0	4 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Help Desk	Assigned to Individual Total	0	12	0	12
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	7	1	8
			0	0	0	0
		Austin Farey	0	6	0	6
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Mike Wilde	0	8	1	9
			0	0	0	0
		Peter Musser	0	6	0	6
			0	0	0	0
		Sean Chadbourne	0	15	1	16
			0	0	0	0
		Stephanie Young	0	3	1	4
			0	0	0	0
		Tyler Pearce	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	51	4	55
			0	0	0	0
	Metro B Help Desk	Gavin Barney	0	182	0	182
			0	0	0	0
		Torri Randa	1	234	0	235
			0	0	0	0
		Assigned to Individual Total	1	416	0	417
			0	0	0	0
	Metro B Hosting	Greg Taylor	0	1	0	1
			0	0	0	0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Hosting	Ken Bolkcom	0 0	1 0	0 0	1 0
		Paul Engberson	0 0	1 1	0 0	1 1
		Paul Seager	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 1	1 0	4 1
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Cory Greenwell	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 1	0 0	1 1
		Michael Ostrander	0 0	3 0	0 0	3 0
		Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Rural North Desktop Support	Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Kelly Johnson	0 0	6 0	0 0	6 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Mark Thomas	0 0	10 0	0 0	10 0

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Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	2 0	0 0	2 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 0	0 0	16 0
	Assigned Group Total		1 0	535 4	7 0	543 4
Customer Company Total			1 0	535 4	7 0	543 4

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Tax Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Bart Purser	0 0.00	1 3.13	0 0.00	1 3.13
		Dustin Crump	0 0.00	0 0.00	1 0.12	1 0.12
		Assigned to Individual Total	0 0.00	1 3.13	1 0.12	2 1.62
	Enterprise Security	Jed Johnson	0 0.00	4 9.33	0 0.00	4 9.33
		Sharon Smith	0 0.00	7 1.23	0 0.00	7 1.23
		Assigned to Individual Total	0 0.00	11 4.18	0 0.00	11 4.18
	Help Desk	Brenda Treadway	0 0.00	2 0.96	0 0.00	2 0.96
		Eileen Dubach	0 0.00	1 0.71	0 0.00	1 0.71
		James Stearns	0 0.00	2 0.25	0 0.00	2 0.25
		Julie VanBeekum	0 0.00	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	0 0.00	4 0.09	0 0.00	4 0.09

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			High	Low	Medium	ATTR Total
Tax Commission	Help Desk	Assigned to Individual Total	0 0.00	12 0.29	0 0.00	12 0.29
	Metro B Desktop Support	Anthony Booyse	0 0.00	7 0.47	1 1.48	8 0.60
		Austin Farey	0 0.00	6 0.91	0 0.00	6 0.91
		Jay Locker	0 0.00	4 0.46	0 0.00	4 0.46
		Mike Wilde	0 0.00	8 1.12	1 1.26	9 1.13
		Peter Musser	0 0.00	6 0.22	0 0.00	6 0.22
		Sean Chadbourne	0 0.00	15 0.56	1 0.00	16 0.52
		Stephanie Young	0 0.00	3 1.49	1 0.03	4 1.13
		Tyler Pearce	0 0.00	2 0.55	0 0.00	2 0.55
		Assigned to Individual Total	0 0.00	51 0.68	4 0.69	55 0.68
	Metro B Help Desk	Gavin Barney	0 0.00	182 0.03	0 0.00	182 0.03
		Torri Randa	1 0.00	234 0.01	0 0.00	235 0.01
		Assigned to Individual Total	1 0.00	416 0.02	0 0.00	417 0.02
	Metro B Hosting	Greg Taylor	0 0.00	1 1.02	0 0.00	1 1.02

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Hosting	Ken Bolkcom	0 0.00	1 0.24	0 0.00	1 0.24
		Paul Engberson	0 0.00	1 7.19	0 0.00	1 7.19
		Paul Seager	0 0.00	0 0.00	1 0.09	1 0.09
		Assigned to Individual Total	0 0.00	3 2.82	1 0.09	4 2.14
	Network Operations	Brian Chatwin	0 0.00	1 0.49	0 0.00	1 0.49
		Cory Greenwell	0 0.00	1 0.00	0 0.00	1 0.00
		Dave Bodily	0 0.00	1 0.00	0 0.00	1 0.00
		Jared Elzinga	0 0.00	1 2.33	0 0.00	1 2.33
		Kelli Okumura	0 0.00	1 6.43	0 0.00	1 6.43
		Michael Ostrander	0 0.00	3 1.02	0 0.00	3 1.02
		Robert Ryan	0 0.00	1 1.47	0 0.00	1 1.47
		Assigned to Individual Total	0 0.00	9 1.53	0 0.00	9 1.53
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 1.13	0 0.00	1 1.13
		Assigned to Individual Total	0 0.00	1 1.13	0 0.00	1 1.13

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Rural North Desktop Support	Ryan Casey	0 0.00	1 0.88	0 0.00	1 0.88
		Assigned to Individual Total	0 0.00	1 0.88	0 0.00	1 0.88
	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.39	0 0.00	1 0.39
		Ryan Bennett	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.39	1 0.00	2 0.20
	Strategic Communications	Dennis Rogers	0 0.00	1 6.14	0 0.00	1 6.14
		Assigned to Individual Total	0 0.00	1 6.14	0 0.00	1 6.14
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 3.21	0 0.00	1 3.21
		Assigned to Individual Total	0 0.00	1 3.21	0 0.00	1 3.21
	Voice Operations	Kelly Johnson	0 0.00	6 0.63	0 0.00	6 0.63
		Romanza Hamblin Sorensen	0 0.00	5 0.90	0 0.00	5 0.90
		Assigned to Individual Total	0 0.00	11 0.75	0 0.00	11 0.75
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.84	0 0.00	2 0.84
		Mark Thomas	0 0.00	10 0.87	0 0.00	10 0.87

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Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 1.02	0 0.00	1 1.02
		Mitch Hood	0 0.00	2 0.78	0 0.00	2 0.78
		T Artis	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	16 0.82	0 0.00	16 0.82
	Assigned Group Total		1 0.00	535 0.28	7 0.42	543 0.28
Customer Company Total			1 0.00	535 0.28	7 0.42	543 0.28

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Tax Commission

Detail

INC000000534827	Petra Linares	Application	Error	GenTax		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.28
INC000000546295	Jeanine Howells	PC/Laptop	Error	None		TIR Missed: No	0.39
	Rural South Desktop Support	Doug Thornton	Tax Commission	Low	Closed	TTR Missed: No	0.39
INC000000546530	Kevin Park	PC/Laptop	Error	Ipads		TIR Missed: No	0.27
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.27
INC000000546789	Tori Cody	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.05
INC000000553230	Gerrie Bradbury	Telecom	Dial Tone	Telephone		TIR Missed: No	0.05
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	1.67
INC000000553252	Ben McAfee	Telecom	Dial Tone	Telephone		TIR Missed: No	0.32
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	1.28
INC000000553314	Cindy M Clark	Application	Error	Microsoft Access		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	2.16
INC000000553350	Carter Cassidy	Telecom	Dial Tone	Telephone		TIR Missed: No	0.61
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	0.64
INC000000553536	Kevin Park	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: No	3.21
INC000000553904	MV Randolph	Network	Performance	None		TIR Missed: No	0.47
	Network Operations	Brian Chatwin	Tax Commission	Low	Closed	TTR Missed: No	0.49
INC000000554472	Stacey Hammond	Application	Error	None		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	4.04
INC000000554929	Karen Edwards	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000555023	Devin Scott	Application	Password	Utah Master Directory		TIR Missed: No	0.71
	Help Desk	Eileen Dubach	Tax Commission	Low	Closed	TTR Missed: No	0.71
INC000000555358	Tiffany Harms	Telecom	Feature	Telephone		TIR Missed: No	0.34
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	1.06
INC000000555361	Tiffany Harms	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.28
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	0.66
INC000000555660	Allied Bates	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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Tax Commission

INC000000555713	John Newman	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000555715	John Manning	Telecom	Call/Receive	Telephone	TIR Missed: No	0.06
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Closed	TTR Missed: No	1.62
INC000000555742	Cheryl Kinsman-Garrett	None	None	None	TIR Missed: No	0.13
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Closed	TTR Missed: No	0.39
INC000000555783	Melinda Middleton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000555827	Janet Shimizu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000555878	Mark Kaleta	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.47
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Closed	TTR Missed: No	0.63
INC000000555904	Mark Kaleta	Telecom	Feature	Telephone	TIR Missed: No	0.07
	Voice Operations	Kelly Johnson	Tax Commission	Low Closed	TTR Missed: No	0.13
INC000000555907	Mark Kaleta	Telecom	Feature	Telephone	TIR Missed: No	0.05
	Voice Operations	Kelly Johnson	Tax Commission	Low Closed	TTR Missed: No	0.09
INC000000555941	Kyle Boyer	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000555942	Holly Fiefia	PC/Laptop	Performance	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000555978	Cindy M Clark	PC/Laptop	Performance	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000556010	Shaunna Bracken	Telecom	Call/Receive	None	TIR Missed: No	0.32
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Closed	TTR Missed: No	0.53
INC000000556029	Stacey Hammond	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000556105	MV South Valley	Network	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000556119	MV South Valley	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000556189	Becky McKenzie	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000556191	Gloria Spriggs	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Tax Commission	Low Closed	TTR Missed: No	0.00

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Tax Commission

INC000000556207	Joseph Caldiero	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	4.60
INC000000556215	Randall Gardner	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556251	Shelley Eastmond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556256	Nery Coleman	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556264	Jane Wiseman	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556273	Felicia Sandoval	PC/Laptop	Error	None		TIR Missed: No	0.27
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.47
INC000000556340	Dwight Rimmasch	Application	Error	Novell GroupWise		TIR Missed: Yes	1.51
	Application Services	Bart Purser	Tax Commission	Low	Closed	TTR Missed: No	3.13
INC000000556359	John Miner	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556363	Joseph Caldiero	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556371	Jeffrey Bawden	Telecom	Dial Tone	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	0.70
INC000000556374	Jenny Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.06
INC000000556377	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556379	Michele Espina	Application	Error	Bomgar		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556419	Tiffany Harms	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	3.94
INC000000556488	Barry Conover	Mobile Devices	Error	Ipads		TIR Missed: No	0.05
	Application Services	Dustin Crump	Tax Commission	Medium	Closed	TTR Missed: No	0.12
INC000000556526	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556531	Dennis Mitchell	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000556544	Julie Jones	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556560	Shandra Winters	Application	Password	Utah Master Directory		TIR Missed: No	0.25
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: No	0.35
INC000000556575	Tam Le	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556593	Ray Paulsen	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556637	Alysha Ross	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556665	Matthew Hurst	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556682	Ann Dillenbeck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556691	Lynn Solarczyk	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556718	Cindy M Clark	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556778	Jennie Peterson	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556887	June Hesleph	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556923	Daniel Davis	PC/Laptop	Performance	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000556978	MV Kanab	Network	Performance	None		TIR Missed: No	0.15
	Network Operations	Michael Ostrander	Tax Commission	Low	Closed	TTR Missed: No	0.99
INC000000557006	Laurel Pate	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557013	Gaylin Ford	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557026	Dale Tiffany	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557097	Heather Carlson	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000557102	Sharry Thomas	Print/Copy/Scan/Fax	Incident	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557112	Ryan Tucker	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557116	Nathan Nerenz	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557118	Laurel Pate	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557134	Stan Allen	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557238	Stephanie Yi-fang Liu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557418	Gloria Spriggs	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557469	MV Morgan	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557489	Dee Talbot	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557490	Pat Sorensen	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557503	Ruth Ann Jefferies	PC/Laptop	None	None		TIR Missed: Yes	2.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	2.00
INC000000557562	Zane Rasmussen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557567	June Hesleph	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557607	Kim Chhour	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557611	Kim Chhour	Telecom	Hardware	None		TIR Missed: No	0.19
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	0.19
INC000000557615	Larry Hatch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557703	Joshua Quarnberg	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000557710	Stacey Hammond Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557798	Ryan Pollard Enterprise Security	PC/Laptop Sharon Smith	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.25 0.77
INC000000557799	Rebecca Powell Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557826	Lucas Hendrickson Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557883	Kyle Boyer Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557886	MV Provo Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557893	Chante Hammond Metro B Desktop Support	PC/Laptop Jay Locker	Error Tax Commission	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.90
INC000000557925	Jackie Curtis Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557928	Alan Dunlap Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557930	Charlie Roberts Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557933	MV St George Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557936	Jim Mcnair Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557944	Shelley Robinson Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557946	Pam Bennett Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557953	Daniel Davis Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557958	Doug D Green Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557963	MV St George Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000557968	Karalynn Malcolm-Sugden	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557982	Jennifer Casady	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000557988	Sandra Jones	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558030	Chrysanne Newman	None	None	None		TIR Missed: No	0.68
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	1.44
INC000000558037	Sharleen Burningham	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558039	Julie Hird	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558055	Sandra Jones	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558064	Randall Gardner	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558069	Dennis Morrison	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558083	Gerald Osborne	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558097	Jane Phan	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558102	Jackie Curtis	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558135	Melinda Middleton	Server	Error	None		TIR Missed: No	0.09
	Metro B Hosting	Paul Seager	Tax Commission	Medium	Closed	TTR Missed: No	0.09
INC000000558172	James H Shaeffer	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558178	Randall Gardner	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558182	Dee Talbot	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558190	Jackie Curtis	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000558221	Angelina Carr	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558328	Dennis Ritz	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558329	Randall Gardner	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558331	Donald Conger	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558333	Joshua Quarnberg	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558334	Debra Frazier	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558336	Lorna Hawks	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558337	Elizabeth Benadik	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558339	John Newman	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558340	Marisa Manwaring	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558341	Laura Wickham	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558342	Linda Allred	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558343	Rupinder Singh	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558344	Pam Bennett	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558345	Dustin Turner	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558346	Joy Jasperson	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558347	Jan Duggar	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000558350	Tori Cody	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558351	Michael L Davis	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558352	Jann Penney	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558353	Terri Chidester	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558354	Michele Espina	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558355	Jeanette Sever	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558356	Doral Vance	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558357	Melinda Middleton	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558359	Kyle Boyer	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558361	Jim Clayton	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558362	Lonnie Holt	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558363	Miralee Kelsey	PC/Laptop	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558380	Jennifer Elliott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low	Closed	TTR Missed: No	1.92
INC000000558412	Said Hernandez	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558415	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558476	John Miner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558529	Beverly Beitel	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000558550	Cindy Morrison	Application	Error	Internet Explorer		TIR Missed: No	0.24
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.24
INC000000558591	Carolyn Leeper	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558593	Chrysanne Newman	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.10
INC000000558602	Anna Marie Andersen	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558621	Jane Phan	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558762	Jennifer Elliott	EIS Hardware	Scanner	None		TIR Missed: No	0.28
	Strategic Communications	Dennis Rogers	Tax Commission	Low	Closed	TTR Missed: Yes	6.14
INC000000558776	Amy Arnn	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558783	Brandon Barlow	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558793	Jody Randall	Network	Password	Novell eDirectory		TIR Missed: No	0.90
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	1.81
INC000000558846	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558886	Michael L Davis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000558913	Jody Randall	Network	Password	None		TIR Missed: No	0.64
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.88
INC000000558939	Oren Kimber	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559022	Sharlet Braman	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.68
INC000000559064	Siafolau Leiato	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.62
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.65
INC000000559178	Kyle Boyer	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559198	Diana O'Brien	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000559200	Amy Stone	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559201	Eric Higbee	PC/Laptop	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559220	James Shaw	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559252	Craig Jolley	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559255	Sherry Bushnell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559256	Sharleen Burningham	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559270	Allied Bates	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559273	Eric White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559278	Cheryl Kinsman-Garrett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559318	Jennifer Elliott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.49
INC000000559322	Jeffrey Bawden	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559358	Jeffrey Bawden	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559365	Brenda Patterson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559373	Dustin Turner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.15
INC000000559407	Said Hernandez	Storage	Virtual Machine	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000559411	Adam Smith	PC/Laptop	Performance	None		TIR Missed: Yes	2.65
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	3.20
INC000000559446	James Teton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000559516	Cindy M Clark Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559590	Brent Barney Metro B Help Desk	Network Torri Randa	Performance Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559597	Cindy M Clark Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559686	Siafolau Leiato Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559688	Cindy M Clark Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559691	MV Kanab Network Operations	None Michael Ostrander	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559720	Christena Ohrn Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559786	Mary Ann Burtch Metro B Desktop Support	PC/Laptop Austin Farey	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000559814	Lezlie McCall Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559837	Valerie Newson Metro B Desktop Support	None Anthony Booyse	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.48
INC000000559937	Wendy Rasmussen Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559979	Dolores Furniss Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559986	Christine Robinson Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.24 0.24
INC000000560013	Gary Peart Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560022	Aman Kudiya Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560117	Kyle Boyer Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560179	Shelley Eastmond Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.11 0.11

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INC000000560272	Colleen Conover	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560279	Brent Taylor	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560394	JD Heaton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560523	Wendy Gianchetta	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560524	Julie Goins	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560535	Jeffrey Bawden	Telecom	Dial Tone	Telephone		TIR Missed: No	0.42
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	0.55
INC000000560571	Caralyn Streed	PC/Laptop	Performance	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560661	Miria Dingess	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560674	Kyle Boyer	PC/Laptop	Performance	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560713	Jackie Curtis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560716	MV Farmington	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560736	David Montgomery	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000560803	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560862	Steffani Pace	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560886	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560891	Pamela Sperry	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000560933	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000561005	Cindy M Clark Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561009	Amy Stone Voice/Data/WAN Services	Telecom Mitch Hood	Dial Tone Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.05 0.58
INC000000561019	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561059	MV Park City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561073	MV Farmington Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561226	Jeanine Howells Rural South Desktop Support	PC/Laptop Ryan Bennett	Error Tax Commission	Novell Client for 32-bit Windows Medium	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561236	Susan Dansie Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561239	Lia Eckhardt Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Medium	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561242	Susan Waters Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561267	Hal Mauchley Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561268	Hal Mauchley Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561288	Jeanine Howells Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561318	Julie Hird Metro B Help Desk	Server Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561354	Pauline Fisher Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561429	Cheryl Kinsman-Garrett Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561443	MV Davis County IM Metro B Help Desk	Static Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561460	Gil Baker Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Toner/Fuser/Ink Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000561585	Jane Phan	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000561621	Doug D Green	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.22
INC000000561662	Christena Ohrn	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000561716	Bruce Johnson	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000561727	Emily Butler	Telecom	None	Telephone	TIR Missed: No	0.19
	Voice Operations	Kelly Johnson	Tax Commission	Low Closed	TTR Missed: No	0.22
INC000000561777	MV Motor Carriers	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000561857	Wendy Rasmussen	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.15
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.42
INC000000561965	Brent Taylor	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000561999	John Moody	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000562005	Rupinder Singh	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000562046	Dwight Rimmasch	PC/Laptop	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000562099	Jeffrey Bawden	Telecom	Dial Tone	Telephone	TIR Missed: No	0.22
	Voice/Data/WAN Services	Mitch Hood	Tax Commission	Low Closed	TTR Missed: No	0.97
INC000000562108	Kimberly Barber	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000562122	Kristi Carter	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000562125	Joy Jasperson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000562163	Dustin Turner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.19
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.19
INC000000562187	Jim Clayton	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000562221	Shelley Robinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562256	Craig Sandberg	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562260	Rajanee Christiansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562273	Zane Rasmussen	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562286	Curtis Williams	Network	None	None		TIR Missed: Yes	7.19
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Closed	TTR Missed: Yes	7.19
INC000000562317	Laurie Lefevre	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562320	Karen Yakovich	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562337	Jennifer Stanger	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562507	MV Richfield	Network	Performance	None		TIR Missed: No	0.20
	Network Operations	Robert Ryan	Tax Commission	Low	Closed	TTR Missed: No	1.47
INC000000562520	Brandy Arnoldus	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562704	Deon Loynd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562708	Susan D Bowman	PC/Laptop	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562747	Aaron Nichols	PC/Laptop	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562749	Stacey Hammond	PC/Laptop	Password	iPhone		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562760	Shelley Robinson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562762	Craig Jolley	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000562955	MV Randolph	Network	Performance	None		TIR Missed: No	0.05
	Network Operations	Michael Ostrander	Tax Commission	Low	Closed	TTR Missed: No	2.07

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INC000000562956	Heidi Ashdown	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563009	Barry Conover	PC/Laptop	Error	Ipads		TIR Missed: No	0.05
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Medium	Closed	TTR Missed: No	1.48
INC000000563035	Daniel Rich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563041	June Washington	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563046	Kyle Boyer	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563101	Matthew Lund	PC/Laptop	Error	None		TIR Missed: No	0.24
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.40
INC000000563113	Cindy M Clark	PC/Laptop	Error	None		TIR Missed: No	0.37
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.37
INC000000563123	MV Salt Lake City	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	
INC000000563212	Roger Barth	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563269	Emily Butler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563272	Arthur Brownell	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563277	Dee Talbot	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563289	Cynthia Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563324	Matthew Hurst	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563479	Mark Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000563599	Mark Christensen	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.14
INC000000563645	Leslee Katayama	PC/Laptop	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000563654	Diana O'Brien	Billing	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000563720	MV Ogden	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000563755	Sean Faurschou	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000563811	Robin MacKenzie-Nielson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000563844	Irene Aleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000563942	MV Motor Carriers	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000563971	Melinda Middleton	Application	Error	None		TIR Missed: No	0.04
Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed		TTR Missed: No	0.21
INC000000563981	John Miner	PC/Laptop	Error	None		TIR Missed: Yes	1.54
Enterprise Security	Jed Johnson	Tax Commission	Low	Closed		TTR Missed: No	2.92
INC000000564040	Elizabeth Elder	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564117	Steffani Pace	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.49
Network Operations	Kelli Okumura	Tax Commission	Low	Closed		TTR Missed: Yes	6.43
INC000000564152	John Miner	Application	Error	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564294	Kimberly Jensen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564395	Trudy Gibbons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564453	Tori Cody	Application	Password	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564496	Brenda Mason	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564551	Mark Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed		TTR Missed: No	0.00
INC000000564559	Vera Bullock	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.57
Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed		TTR Missed: No	0.86

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INC000000564571	Becky McKenzie	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564596	Rajanee Christiansen	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564603	Karleen Mitchell	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564618	MV Provo	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564621	MV Special Services	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564640	Sandra Herbert	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564821	Mike Lee	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	0.42
INC000000564832	Kim Chhour	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564834	Kim Chhour	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564843	Joseph Caldiero	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564847	Kimm Lacy	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.22
INC000000564863	Sherri Wood	PC/Laptop	Error	None	TIR Missed: No	0.03
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Resolved	TTR Missed: No	0.03
INC000000564891	Cheryl Kinsman-Garrett	Storage	Virtual Machine	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564897	Miria Dingess	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564934	Laura Atwood	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564978	Said Hernandez	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000564982	Christena Ohrn	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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INC000000564989	Chrysanne Newman	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565000	MV Vernal	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.31
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.31
INC000000565043	Beverly Beitel	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.16
INC000000565045	Curtis Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565047	Karleen Mitchell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565097	June Washington	Telecom	Call/Receive	Telephone	TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	1.53
INC000000565112	Shelley Eastmond	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565121	MV Duchesne	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565201	Dean Drew	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	5.42
INC000000565212	Bruce Johnson	PC/Laptop	Error	None	TIR Missed: No	0.28
	Metro B Desktop Support	Mike Wilde	Tax Commission	Medium Closed	TTR Missed: No	1.26
INC000000565240	MV Randolph	Network	Performance	None	TIR Missed: No	0.66
	Network Operations	Jared Elzinga	Tax Commission	Low Closed	TTR Missed: No	2.33
INC000000565267	MV Duchesne	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.08
INC000000565323	Stan Allen	PC/Laptop	Performance	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565344	Shelley Brunetti	PC/Laptop	Hardware	None	TIR Missed: No	0.66
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	1.90
INC000000565349	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565366	Alex Seegmiller	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000565372	Susan Waters	PC/Laptop	Performance	Novell GroupWise	TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.05

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INC000000565395	Colleen Conover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000565460	Tyler McIntosh	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000565465	Stephanie Yi-fang Liu	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000565471	Stephanie Yi-fang Liu	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.11
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.45
INC000000565486	Kim Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000565499	Jennifer Stanger	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000565565	MV Logan	None	None	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565577	Christine Robinson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565579	Joanne Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565599	Ruth Ann Jefferies	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565625	Michael Cragun	PC/Laptop	Error	PGP		TIR Missed: No	0.03
	Metro B Desktop Support	Stephanie Young	Tax Commission	Medium	Resolved	TTR Missed: No	0.03
INC000000565654	Scott Mann	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565662	Nery Coleman	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565710	Cindy Dennis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565720	Kevin Miles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565726	Sherri Wood	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000565736	Nery Coleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000565739	Kevin Miles	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.65
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	1.00
INC000000565790	Daniel Rich	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000565863	Victoria Youtsey	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000565907	Victoria Youtsey	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000565926	Mark Christensen	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000565953	Ann Dillenbeck	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566020	Gary Abshire	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566099	MV Davis County IM	Static Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566104	Doug Smith	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566107	MV Davis County IM	Static Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566129	Karen Lingard	Server	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566150	Kevin Miles	Application	Password	Employee Gateway	TIR Missed: Yes	5.16
	Enterprise Security	Jed Johnson	Tax Commission	Low Resolved	TTR Missed: No	5.47
INC000000566167	Kevin Miles	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566287	Tyler McIntosh	PC/Laptop	Error	None	TIR Missed: No	0.11
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.11
INC000000566291	Cindy M Clark	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566324	John Miner	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566328	Caralyn Streed	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000566329	Nery Coleman Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566330	Dan Engh Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566337	Katie Lamb Metro B Desktop Support	PC/Laptop Austin Farey	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000566353	Jody Fernelius Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566373	MV Price Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566399	Jacob Strong Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566412	Said Hernandez Voice/Data/WAN Services	Telecom Greg Blessing	Hardware Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.13 1.14
INC000000566418	MV St George Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566419	Sharee Webb Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566461	Julie Halvorson Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566548	John Manning Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566558	Steffani Pace Metro B Desktop Support	Application Jay Locker	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.51 0.51
INC000000566615	MV Tooele Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566627	Suzanne Covert Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566631	Ann Dillenbeck Voice Operations	Telecom Kelly Johnson	Feature Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.22 1.89
INC000000566657	William Kowalowski Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566706	Keirstin Osness Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.12 1.02

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INC000000566721	Brenda Mason	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566741	Joshua Quarnberg	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566825	Stephen Anderson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566972	Shelley Eastmond	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000566983	Kevin Miles	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567077	Jan Duggar	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567084	Doug Smith	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567176	Steve Coleman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567202	Mike Lee	Storage	Virtual Machine	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567278	Christa Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567284	Dwight Rimmasch	Application	Error	Adobe Flash	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567288	Francine Corbridge	Application	Error	Microsoft Access 2007	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567311	Kevin Miles	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567337	Priscilla Tidwell	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567404	MV Logan	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567410	MV Farmington	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000567505	Lynda Wood	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000567551	Bob Swanson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567627	MV Salt Lake City	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567655	Janet S Taylor	PC/Laptop	Password	None		TIR Missed: No	0.18
	Enterprise Security	Jed Johnson	Tax Commission	Low	Resolved	TTR Missed: No	0.71
INC000000567705	Marc Johnson	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	High	Resolved	TTR Missed: No	0.00
INC000000567862	Stephanie Vert	PC/Laptop	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567880	Dana Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567925	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567947	Rod Boogaard	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567952	MV Logan	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567954	Valerie Peterson	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567956	MV Ogden	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567972	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567984	MV Salt Lake City	PC/Laptop	Performance	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000567995	Pamela Raia	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568034	Lisa Hansen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568099	Shelley Eastmond	PC/Laptop	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568134	Melanie Palmer	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000568158	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568480	Earl Thomas Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568534	Karen Waller Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.15 1.15
INC000000568543	Tyler Moss Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.16 1.19
INC000000568554	MV Ogden Metro B Desktop Support	Print/Copy/Scan/Fax Tyler Pearce	Error Code Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.70 0.82
INC000000568563	Joanne Phillips Metro B Desktop Support	PC/Laptop Tyler Pearce	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000568567	MV Provo Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568618	Beverly Beitel Metro B Desktop Support	Print/Copy/Scan/Fax Stephanie Young	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.12 0.12
INC000000568630	Lia Eckhardt Metro B Help Desk	Storage Torri Randa	Virtual Machine Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568653	Susan Waters Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568665	Kevin Park Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568671	Lamar Sayer Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568680	Jennifer Condie Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568691	Mark Maxfield Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568706	MV Moab Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568732	Roger Barth Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568782	James Teton Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000568825	Larry Hatch	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568875	Sandra Herbert	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.26
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.26
INC000000568903	Ryan Tucker	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568979	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568984	Mark Maxfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568987	Karla Buh	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568993	Aman Kudiya	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569014	MV Ogden	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.01
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.01
INC000000569151	MV Farmington	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.88
	Rural North Desktop Support	Ryan Casey	Tax Commission	Low	Resolved	TTR Missed: No	0.88
INC000000569165	Clinton Jensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.06
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.06
INC000000569169	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569266	Jane Briggs	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569275	MV Junction	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Cory Greenwell	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569305	Michael L Davis	PC/Laptop	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569331	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569332	Aman Kudiya	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569420	Stephen Anderson	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.02

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INC000000569536	Brenda Mason	PC/Laptop	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569559	Vera Bullock	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569653	Earl Thomas	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569704	Amy Arnn	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569709	Cristy Egbert	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low Resolved	TTR Missed: No	1.13
INC000000569712	Amanda Gillespie	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569750	Robin King	PC/Laptop	Error	None	TIR Missed: No	0.71
	Enterprise Security	Jed Johnson	Tax Commission	Low Resolved	TTR Missed: Yes	28.21
INC000000569773	Kyle Boyer	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569781	Robin MacKenzie-Nielson	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569787	Lorna Hawks	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569790	Allen Maxson	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569807	Rebecca Powell	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569809	Mariah McAfee	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569810	Courtney Minchey	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569842	June Hesleph	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569845	Gil Baker	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000569848	Rita C Martinez	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000569887	June Washington	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569898	Brandon Noble	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569903	Miralee Kelsey	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569911	Candace Hays	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000569941	Alan Dunlap	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570015	MV Provo	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570019	Lori Tyteca	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570029	Melanie Palmer	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570168	Allied Bates	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570180	Paul Bredthauer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570188	Daniel Rich	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570192	Roger Barth	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570200	Carter Cassidy	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570210	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570265	Susan Hoggan	Telecom	Dial Tone	Telephone		TIR Missed: No	0.55
	Voice/Data/WAN Services	Greg Blessing	Tax Commission	Low	Resolved	TTR Missed: No	0.55
INC000000570273	Angelina Carr	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000570279	Allen Maxson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000570301	Karalynn Malcolm-Sugden	Application	Error	Avaya CentreVu Supervisor	TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.08
INC000000570319	Allen Maxson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.65
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.65
INC000000570417	MV South Valley	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570432	Remissa Navarro	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570521	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570531	Jody Jacobs	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570706	Spencer Hansen	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570716	MV Brigham City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570742	Heidi Ashdown	Telecom	Hardware	Telephone	TIR Missed: No	0.39
	Voice Operations	Kelly Johnson	Tax Commission	Low Resolved	TTR Missed: No	0.39
INC000000570759	Angie Hillas	Application	Error	Microsoft Windows 7	TIR Missed: No	0.15
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.15
INC000000570772	Denny Lytle	Mobile Devices	Error	Ipads	TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.27
INC000000570908	Lorie Ferguson	PC/Laptop	Error	None	TIR Missed: No	0.18
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.18
INC000000570941	Stephanie Vert	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570948	MV South Valley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570983	MV Vernal	Application	Password	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000570986	MV Price	Print/Copy/Scan/Fax	Queue	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571019	MV Salt Lake City	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000571024	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571026	Rosie Akeripa	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571090	Naomi Pace	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571094	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571183	Herb Jenkins	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571224	Leslee Katayama	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571288	Pamela Pendleton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571290	Sherri Murray	Network	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571292	Mike Fahey	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571294	Karen Edwards	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571376	Diana O'Brien	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571377	Diana O'Brien	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571561	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571568	Jordan Wheeler	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571573	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571574	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571657	Allen Maxson	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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INC000000571671	Tom Arnold	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571676	MV Richfield	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571678	Mariah McAfee	Network	Performance	None	TIR Missed: Yes	1.02
	Metro B Hosting	Greg Taylor	Tax Commission	Low Resolved	TTR Missed: No	1.02
INC000000571685	Delores Bair	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571707	Rupinder Singh	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571726	Kindra Gbur	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	0.96
INC000000571732	Andrew Finch	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571787	Sherri Murray	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571805	Caralyn Streed	Storage	Virtual Machine	None	TIR Missed: No	0.09
	Metro B Hosting	Ken Bolkcom	Tax Commission	Low Resolved	TTR Missed: No	0.24
INC000000571810	Debra Walker	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.06
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	1.95
INC000000571824	Rachel Maldonado	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571869	Debra Walker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571872	Katie Lamb	None	None	None	TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	1.60
INC000000571887	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000571947	Tom Arnold	Telecom	Voice Mail	Telephone	TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	0.41
INC000000572027	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000572037	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00